



# EXECUTIVE BOARD DECISION

<b>REPORT OF:</b>	Executive Member for Digital & Customer Services
<b>LEAD OFFICERS:</b>	Assistant Director, Chief Executives
<b>DATE:</b>	Thursday, 6 July 2023

**PORTFOLIO/S AFFECTED:** All

**WARD/S AFFECTED:**

**KEY DECISION:** Y

**SUBJECT: EB BwD Staff Laptop Provision**

## 1. EXECUTIVE SUMMARY

This report provides an update on the current position regarding laptop provision for employees and future requirements. It also seeks approval from Executive Board for the funding required for future provision.

## 2. RECOMMENDATIONS

That the Executive Board:

1. Notes the contents of this report
2. Approves the resources required to prevent a gap in supply - a capital budget of £700,000 for 2023/24 and a further £700,000 for 2024/25.
3. Approves the procurement of the new devices and services through the Crown Commercial Services (CCS) RM6068 framework for technology products and associated service lot 2.

## 4. BACKGROUND

Like all organisations, the Council is entirely reliant on the use of Information Technology to undertake its daily operational tasks. Whilst there are employees who have no need to use technology directly, the majority of employees use a laptop for their daily work. With all equipment it is necessary to replace it as it degrades, ages or fails. Technology has played a key role in our ability to administer Council work for many years, ensuring we can collect income and communicate effectively. However, digital services are now a critical component in providing care to our most vulnerable residents together with supporting our growth and place agenda. To make sure we are able to do this work reliably and securely we must ensure that our employees have equipment that is reliable and fit for purpose. This report outlines the funding requirement to do this for laptops that are now reaching the end of their useful life. There will subsequently be a planned transition to a different method of laptop management to deliver better value for the Council. As the costs attached to this activity are

considerable, it is important to make worthwhile gains through any small improvement we make in the value we drive from our activity.

The department is seeking approval to tender this through CCS which is an executive agency and trading fund of the Cabinet Office. This will be tendered through the RM6068 framework lot 2 which is for hardware and associated services. The framework includes 36 suppliers including all the main suppliers to the public sector.

The tender will be evaluated in accordance with the following criteria;

Social Value – 15%

Price – 50%

Quality – 35%

Due to the condition of the current estate it is likely that an interim order for some devices will need to be placed until the main contract is put in place, this will be done in conjunction with the Council's procurement department.

## **5. KEY ISSUES & RISKS**

### ***Current Position***

At BWDBC, we have in the region of 2,105 laptops in use. Many were purchased and deployed during the Covid-19 pandemic when employees had to switch to home working. These laptops will reach the end of their useful life in the next two years. Prior to the Covid-19 pandemic, laptops had been procured in large batches, many hundreds at a time. But there has never been a strategic approach to device acquisition. The outcome is suboptimal and may cost the council more money than is necessary. The following examples illustrate this point;

- We have many models and types of laptops depending on what was available at the time.
- They are purchased on a variety of arrangements from different suppliers.
- Laptop warranties range from none; 1 year to 3 years.
- The asset management processes need to be enhanced.
- Some employees have been provided with a high specification laptop even if a lower specification would suffice due to the unavailability of their required specification.

An important consideration is the capability of an enterprise device to support a version of Windows that is secure. During 2025 our existing version of Windows will no longer receive security updates and protection and so older devices will become insecure. We will need to move to later versions of Windows and our stock of laptops in use will need to support that deployment.

Over the last few months we have been working to recycle older equipment that had been returned to the IT team as non-functional. We had over 100 devices waiting to be investigated. We have now exhausted that supply by repairing and returning to use the salvageable devices. This has already avoided significant costs for the Council. We are now at a stage where some employees' equipment is at the end of its life and needs replacing.

Going forward, we are creating a Client Strategy that will more correctly match the needs of employees to the available devices. Thereby, allowing devices to be procured at best value. We will

create strategic supplier relationships to improve warranty performance and deploy more effective device management processes. This device strategy will be based on business analysis which is due to take place later in the year. This work will better define what type of equipment our employees need and how we can most cost effectively meet those needs.

There is no available financial resource to purchase new equipment and there is no repairable equipment left to salvage. There is therefore a financial requirement to continue to meet employees' needs going forward to ensure our employees can continue to do their work efficiently.

### **Financial Requirement**

During 2023/24 we expect 790 laptops to be replaced, followed by a further 823 during 2024/25. It is estimated that each laptop will cost an average of £750 to replace.

This includes:

- The procurement of the device together with shipping, receipting and secure storage.

There will be further costs associated with a range of project activities as follows.

- The installation of Windows, security suite and software packages. (On this scale may include some employee requirement).
- Asset management and protection tagging. (On this scale may include some employee requirement).
- Distribution (On this scale may include some employee requirement).
- Further parts and equipment where we find older devices we can continue to resurrect with replacement parts.

The funding requested will be used predominantly for new laptop procurement with some modest amounts directed to parts procurement to keep salvageable equipment operating and any temporary employees required for a large deployment exercise.

## **6. POLICY IMPLICATIONS**

The refresh of the equipment will support the delivery of the Council's Digital Strategy to refreshing technology that is outdated and does not meet the Council's needs. A Client Strategy will be developed in due course to ensure employees receive a laptop which is appropriate to their needs.

## **6. FINANCIAL IMPLICATIONS**

To prevent a gap in supply an estimated £700,000 will be required in 2023/2024 and £700,000 in 2024/25. This is to be funded from the Capital ICT earmarked reserves.

## 7. LEGAL IMPLICATIONS

All procurement and contract activity in connection with the details in this report will be carried out in accordance with the relevant parts of the Council's constitution and legislation.

## 8. RESOURCE IMPLICATIONS

Any impact on existing employees from delivering this programme will be mitigated through work planning and project prioritisation.

## 9. EQUALITY AND HEALTH IMPLICATIONS

Please select one of the options below. Where appropriate please include the hyperlink to the EIA.

Option 1 ☒ Equality Impact Assessment (EIA) not required – the EIA checklist has been completed.

Option 2 ☐ In determining this matter the Executive Member needs to consider the EIA associated with this item in advance of making the decision. (*insert EIA link here*)

Option 3 ☐ In determining this matter the Executive Board Members need to consider the EIA associated with this item in advance of making the decision. (*insert EIA attachment*)

## 10. CONSULTATIONS

Consultations will be undertaken with service areas and will continue in order to determine the most appropriate devices for employees to carry out their roles in the Council.

## 11. STATEMENT OF COMPLIANCE

The recommendations are made further to advice from the Monitoring Officer and the Section 151 Officer has confirmed that they do not incur unlawful expenditure. They are also compliant with equality legislation and an equality analysis and impact assessment has been considered. The recommendations reflect the core principles of good governance set out in the Council's Code of Corporate Governance.

## 12. DECLARATION OF INTEREST

All Declarations of Interest of any Executive Member consulted and note of any dispensation granted by the Chief Executive will be recorded in the Summary of Decisions published on the day following the meeting.

<b>VERSION:</b>	<b>1</b>
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<b>CONTACT OFFICER:</b>	<b>Corinne McMillan</b>
<b>DATE:</b>	6 <sup>th</sup> July 2023
<b>BACKGROUND PAPER:</b>	Replacement of IT Laptops and Desktop Estate Exec Board June 2018